Class Specification
County of Fairfax, Virginia

CLASS CODE: 1834   **TITLE**: INFORMATION TECHNOLOGY TRAINEE **GRADE**: S-16

DEFINITION:
Under close and instructional supervision, as a participant in the Information Technology Pilot Project, performs entry-level tasks in the area of networking, web design, and client/server and mainframe support; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:
This class is distinguished from other entry-level IT classes by the fact it exists to accommodate County employees who have been selected for the IT Pilot Project. During the time an employee occupies this class, they will receive formal training as well as on-the-job-training.

ILLUSTRATIVE DUTIES:
Prepares flow chart diagrams or specifications and translates them into computer programs;
Assists in the testing, evaluating and debugging of computer programs prior to installation;
Monitors and evaluates the effectiveness of installed data processing systems;
Assists in detecting, analyzing, and solving systems and programming problems;
Maintains and documents reports and/or off-line processing programs;
Assists in installing, configuring, and administering servers/desktop personal computers (PCs);
Develops web page formats and layouts and web-enabled applications requirements gathering;
Installs and configures PC hardware and software;
Provides basic PC-related problem resolution;
Provides one-on-one training and support to users;
Performs rudimentary LAN administration duties, such as completing backups and maintaining LAN documentation.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
Some knowledge of software packages/programs;
Some knowledge of computer programming practices necessary to actually develop computer programs;
Some knowledge of modern information processing techniques and systems analysis;
Some knowledge of data and process diagramming;
Some knowledge of Internet technologies, including hyper text meta language (HTML);
Some knowledge of network hardware and software or basic network theory;
Some knowledge of PC and server hardware and operating systems;

Ability to read and interpret technical manuals used in the assembly, installation, repair, and operation of personal computers and data communication equipment;
Ability to identify both hardware and software problems and to troubleshoot the obstacle;
Ability to provide one-on-one training and support to computer users;
Ability to communicate technical ideas clearly and effectively both orally and in writing;
Ability to provide good customer services and has a customer-centered focus.

EMPLOYMENT STANDARDS:
Any combination of education, experience, and training equivalent to the following:
Graduation from high school and either one year of programming or two years of general experience in the use, installation, or troubleshooting of personal computers or network/telecommunications systems.

This program is only open to regular, merit County employees who have completed their probationary period.

CERTIFICATES AND LICENSES REQUIRED:
None required.

ESTABLISHED: October 21, 1999